

## **Guest Relations Specialist**

**POSITION SUMMARY:** Responsible for the resolution of varied types of guest and/or agent incoming inquiries as well as delivery and assignment of issues to various company individuals as needed. This position is considered the “front line” to guest and/or agency inquiries with direct responsibility and oversight for effective resolve to ensure retention and the increased propensity to travel. This position provides direction and daily informational support on company-wide policies, practices and procedures both inter-departmentally and to outside Tauck travel partners.

### **POSITION DUTIES/RESPONSIBILITIES:**

- Makes appropriate resolution decisions on guest and/or agency issues or situations that arise pre, post and on-tour.
- Provides assistance to various members in the company with guest issues’ resolution, ensuring company policies are upheld and a resolve is issued in accordance with set policies
- Responsible for supporting issues’ resolution training cross-departmentally on a need basis
- Responsible with assisting Tauck Director’s with any guest issues on tour, including emergency assistance, evacuation, illness and tour membership evaluations
- Oversees and actions tour incident reports that may require evaluation and summon proper company response and action.
- Responsible for processing, distribution and tracking of guest comment cards
- Responsible for training comment card readers in processing cards and various members of the company as needed
- Responsible for balancing monthly Goodwill budgets to ensure accurate financial expenditures for the company.
- Serves as a member of the Crisis Management Communication Consistency Team.
- Responsible for screening, processing and uploading of guest tour testimonials.
- Must perform other duties and responsibilities as required

### **KNOWLEDGE/SKILL REQUIREMENTS:**

- Bachelor’s degree and two+ years related experience in a customer service environment
- Previous demonstrated proficiencies, knowledge and experiences in public relations and customer service principles
- Proven track record of effective problem solving techniques
- Demonstrated abilities to analyze and interpret inquiry issues
- Thorough knowledge of computer skills in Excel, Access, PowerPoint and Word
- Proven abilities to function effectively in a teamwork environment with internal as well as external contacts.
- Excellent oral and written professional communications skills

### **RESULTS/EXPECTATIONS:**

- Competent and effective resolve to all guest and/or agency inquiries related to company products, tours and/or services

- Effective understanding, interpretation and application of organizational guidelines and procedures in the development and distribution of professional oral and written communications
- Effective completion of any guest/agent related or administrative task which is applicable to the needs of the Guest Relations department and company
- Effective resolution of escalated and complex issues to meet responsiveness goals and guest retention measures
- Current knowledge of all daily and administrative duties related to Tauck's Protection Products including fees, verification of coverage, recovery efforts, accounting and reporting processes
- Ability to deal with Crisis situations outside of normal business hours
- Flexible work schedule required
- Must continuously meet/exceed assigned business goals